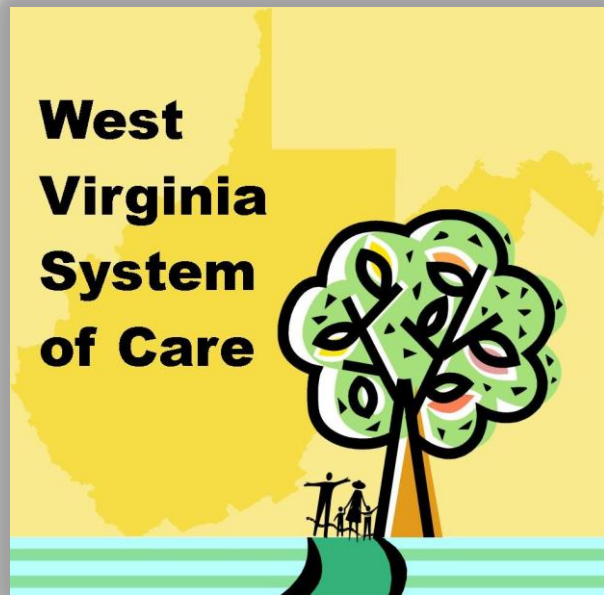




# WEST VIRGINIA INTEGRATED BEHAVIORAL HEALTH CONFERENCE

## A Toolkit for Youth & Family Engagement

## *Working together to better serve West Virginia children, youth & families*



- Statewide Family & Youth Voice
- Clinical Review for Youth in Out-of-Home Care
- Assistance & Recommendations to build values into practice
- Professional Development “Learning Ladder” includes:
  - Family Centered Practice Basics
  - Trauma-Informed Care
  - Cultural & Linguistic Competence
  - Family-Youth Engagement Strategies





Family Advocacy, Support & Training

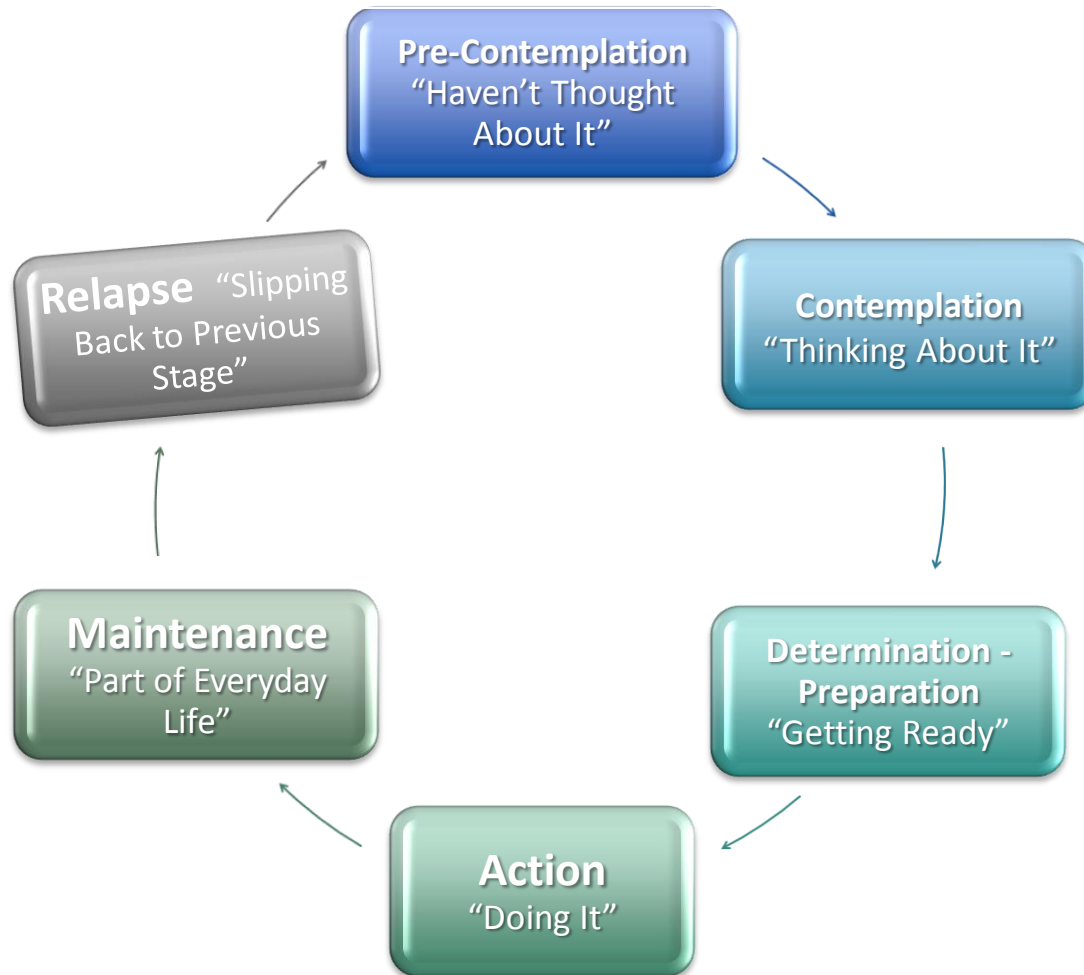


# Learning Objectives

1. Define Family-Youth Engagement
2. Benefits & Challenges of Engagement
3. Six Components of WV Family-Youth Engagement
4. Toolkits to support top engagement strategies



# Stages of Change



# WV Child Serving Systems

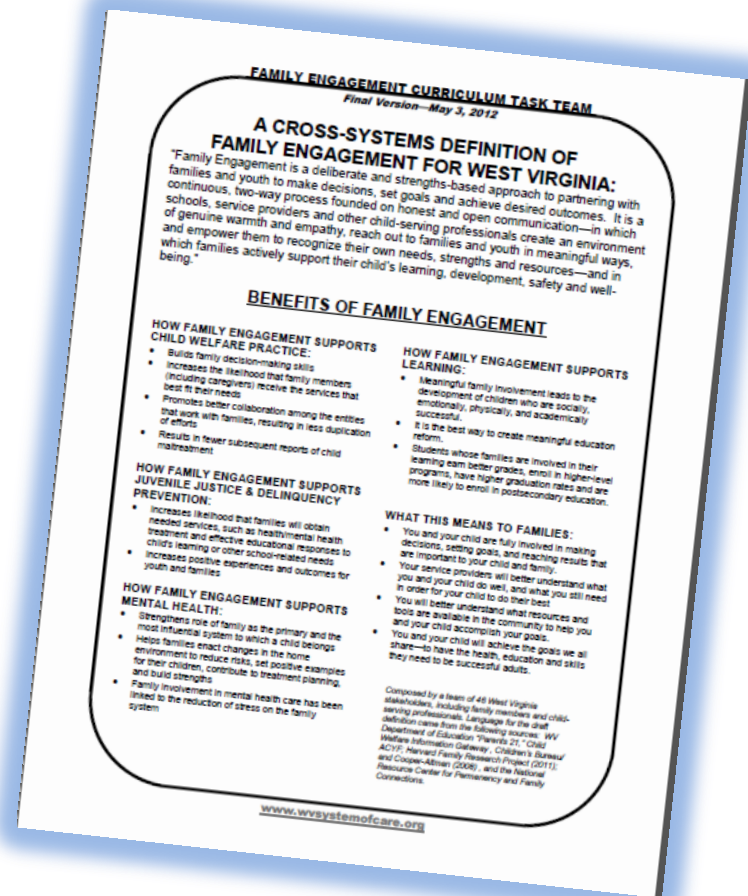
SYSTEM (Agency)	PURPOSE OF LAW BEHIND SYSTEM	HOW MIGHT PARENTS VIEW IT?
<b>CHILD WELFARE</b> (WV-DHHR Bureau for Children & Families)	<ul style="list-style-type: none"> <li>•Safety</li> <li>•Permanency</li> <li>•Well-Being of WV children and youth</li> </ul>	
<b>MENTAL HEALTH</b> (Comprehensive Behavioral Health Centers)	Access to quality services and supports for children and adolescents with, or at risk for, behavioral/emotional disturbances	
<b>SPECIAL EDUCATION</b> (State & County Boards of Education)	Full educational opportunity to all students with disabilities	
<b>JUVENILE JUSTICE</b> (WV Division of Juvenile Services Programs & Treatment Dept.)	Appropriately meet the needs of every youth placed in the custody of Juvenile Services	



# West Virginia Definition of Family Engagement

- Deliberate
- Strengths-Based
- Continuous
- Two-Way
- Honest & Open

(WVSOC Family Engagement Curriculum Task Team, May 2012)



# West Virginia's Six Elements of Family Engagement

1. A welcoming environment
2. Focus on strengths and self-empowerment
3. Focus on results
4. Respect for individual experiences, views and cultures
5. Network building
6. Sustained engagement





“You never get a second chance to make a first impression.”

# 1. WELCOMING ENVIRONMENT



# What this element looks like to families:

- Not feeling “judged” when entering
- Directional signs
- Adequate waiting areas with open, comfortable seats
- Smiling faces
- Positive telephone contacts
- Clean environments - soothing colors
- Developmentally appropriate areas for children with adequate toys & materials



“We do not have to become heroes overnight. Just a step at a time, meeting each thing that comes up ... discovering we have the strength to stare it down.”

ELEANOR ROOSEVELT

## 2. FOCUS ON STRENGTHS AND SELF-EMPOWERMENT



# What this element looks like to families:

- Parents viewed as capable
- Working with parents as partners and leaders
- “Do not streamline process”
- Making decisions with family input
- “Get to know my family better”
- Eliminate intimidating meetings in which parents are outnumbered
- Offer parental training or other resources



“Off the rack solutions, like bargain basement dresses, never fit anyone.”

FRANCOISE GIROUD

## 3. FOCUS ON RESULTS



# What this element looks like to families

- Setting clear outcomes
- Monitor and keep parents updated of progress
- Clear expectations
- Ongoing assessment

## 4. Respect for Individual Experiences, Views & Cultures

- Use person first language
- Use “layman’s” terms
- Avoid acronyms
- Consider religious preferences
- Allow opportunities for feedback, such as surveys
- Treat parents with dignity and respect

# Organizational Culture: “Swim in the Alphabet Soup”

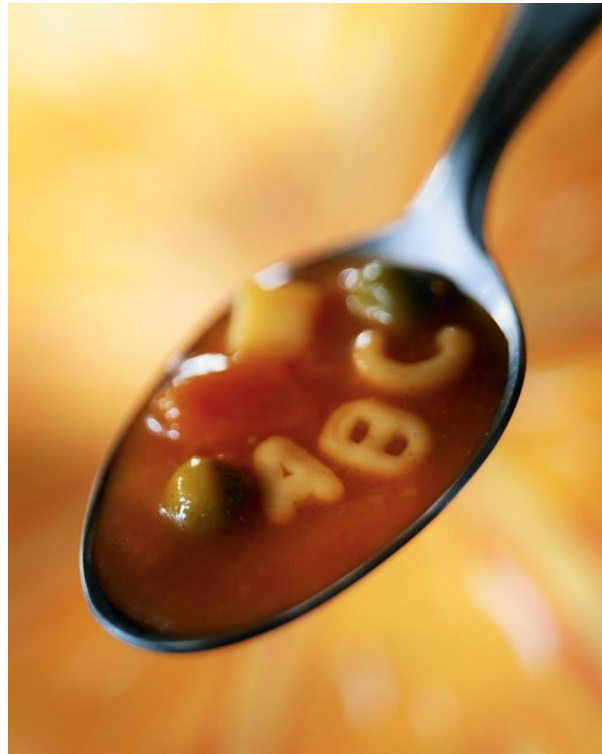
**BIP**

**CANS**

**SBHC**

**CFSR**

**RAD**



**EPSDT**

**LSIC**

**OMCFH**

**PRTF**

**MSPCAN**





# Small but Powerful: Micro-messages

- **Examples:**
  - Weak handshake
  - Little or no eye contact
  - Arms crossed across chest
  - Praising an idea presented by one; ignoring the same idea presented by another
  - Pecking away at cell phone/other device while someone is talking
  - Looking at watch while someone is talking
- **Negative Micro-Messages (or Micro-inequities)**
  - Increase intimidation & shut down engagement



# 5. Network Building

- Opportunity to develop supportive relationships
- Offer parent mentoring
- Participate in community activities
- Broaden support groups to more individuals



# 6. Sustained Engagement

- Open communication and interaction
- Increased parent participation opportunities
- Grow parent interest and skills



# West Virginia Service Providers

## “Top 12 Do-able Strategies”

1. A welcoming environment
2. Focus on strengths and self-empowerment
3. Focus on results
4. Respect for individual experiences, views and cultures
5. Network building
6. Sustained engagement

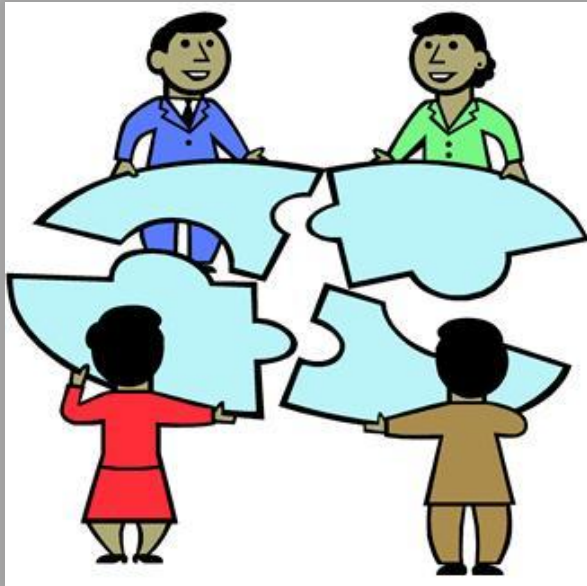


# What It Means to Families:



- Full Involvement making decisions & setting goals
- Service providers will understand what family & youth or child do well, and what they need
- Families & Youth will better understand resources and tools available to help
- Families, youth & children will achieve goals we all share

# Questions?



Visit [www.wvsystemofcare.org](http://www.wvsystemofcare.org) for training dates, toolkits & information